



JUNE/JULY 2013

Summer Fun

COUNTY OF LOS ANGELES

Venice Beach Sand Restoration Project Named One of America’s Best Restored Beaches for 2013



The American Shore and Beach Preservation Association (ASBPA) announced that a recent sand restoration project on Venice Beach is a winner of its 2013 Best Restored Beach Award.

“ASBPA created the Best Restored Beach award in 2001 as a way of highlighting the value of America’s restored beaches,” said Harry Simmons, mayor of Caswell Beach, N.C., and ASBPA president. “As Americans flock to our coastlines during the upcoming beach season, most don’t even realize they may be enjoying a restored beach.”

Known for its famed Muscle Beach bodybuilding scene and eclectic boardwalk dotted with unique shops and open-air eateries, iconic Venice Beach is one of the most popular beach-going destinations in Southern California. Each year, over 10 million visitors flock to the urban Los Angeles beach to swim, surf, sunbathe, shop, dine, and also make use of the bike path, basketball courts, a skate park, and other recreational facilities.

Yet part of Venice Beach is subject to severe erosion, requiring sand restoration to maintain its width. The 2011 sand restoration project recognized by ASBPA used 30,000 cubic yards of sand excavated and hauled from the wider beach north of the Venice breakwater to the narrowest section of the beach near the Los Angeles County Lifeguard Division Headquarters.

The \$1 million restoration project funded both by the County general fund and State vehicle license fees was one of multiple efforts to widen the 2,000-foot-long stretch of beach that continually loses sand to both natural tidal activity and winter storms. During severe storms in 2004-2005, significant erosion occurred in this area, threatening lifeguard and other beach facilities.

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CALENDAR OF EVENTS

Natural History Museum

(213) 763-DINO

www.nhm.org

Ongoing – Butterfly Brooch Collection

Los Angeles County Museum of Art

(323) 857-6010

www.lacma.org

Through August 4 – Ends and Exits: Contemporary Art from the Collections of LACMA and The Broad Art Foundation

Through September 8 – Matisse: La Gerbe

Center Theatre Group

(213) 628-2772

www.centertheatregroup.org

- **Ahmanson Theatre**
September 24 through November 3 – The Sunshine Boys
- **Mark Taper Forum**
July 10 through August 18 – A Parallelogram
- **Kirk Douglas Theatre**
Through July 14 – Val Kilmer: Citizen Twain

Dorothy Chandler Pavilion

July 11 through July 14 – American Ballet Theatre

Walt Disney Concert Hall

October 10 – 10th Anniversary Celebration: Beethoven with Dudamel and Andsnes

November 5 – Rita Wilson and Friends

November 12 – 10th Anniversary Celebration: Mariza

November 22 – Dee Dee Bridgewater and Ramsey Lewis: The Soul of Jazz

Hollywood Bowl

(323) 850-2000

www.HollywoodBowl.com

July 9 – Mahler’s “Resurrection”

Ford Theatres

(323) 461-3673

www.FordTheatres.org

July 12 and 13– Mexico: Mis Raices by Grandeza Mexicana

July 13 – Big!World!Fun! with Adunni & Neffertiti with Michael D .McCarty

Grand Park

www.grandparkla.org

July 6 – Los Angeles Ballet presents Agon and Rubies

July 28 and August 25 – Electronic Music Performances

Visit <http://hr.lacounty.gov> for information on employment opportunities with the County of Los Angeles



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Check out the DIGEST at

<http://dhrdcap.co.la.ca.us/jic/digest/>

VENICE BEACH

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Each winter, temporary sand berms are constructed to protect beach amenities from coastal flooding, but regular sand restoration is critical to offset beach erosion, according to Gary Jones, Deputy Director of the Department of Beaches and Harbors.

“Sand restoration is one of the key ways to protect not just the width of a beach, but all of the facilities that help ensure safe public access to this popular destination,” Jones said. “We are proud that ASBPA has recognized our efforts to maintain Venice Beach.”

According to ASBPA, beach restoration has been the preferred method of shore protection in coastal communities on the east, west and Gulf coasts for 40 years. More than 370 beaches have been restored in the United States, including the popular Jones Beach in New York, Ocean City in Maryland, Virginia Beach, Miami Beach, Galveston Island in Texas and Waikiki Beach in Hawaii. As summer is here, beaches in L.A. County and other coastal regions are providing accessible and affordable vacation destinations for many families.

To enter the Best Restored Beach competition, coastal communities nominated their projects for consideration, and an independent panel of coastal managers and scientists selected the winners. Judging was based on three criteria: the economic and ecological benefits the beach brings to its community; the short- and long-term success of the restoration project; and the challenges each community overcame during the course of the project.

A complete list of award-winning beaches, and more information about beach restoration and ASBPA, is available online at www.asbpa.org.

DPSS Volunteer Services on the Move

It has been a busy season at the Volunteer Services Section of the Department of Public Social Services (DPSS). Volunteer recruitment has been underway at several local events. Volunteers include recent college graduates, retirees, displaced workers, veterans, and Regional Occupational Program students.

DPSS is pleased to offer volunteer opportunities that enhance clerical/customer service skills while providing a valuable service to DPSS and to the community. If you have family or friends interested in volunteering for DPSS, please visit dpss.lacounty.gov/dpss/vs/default.cfm or call (213) 744-4348.



New Series of Property Tax Assessment Seminars Set

The County of Los Angeles is sponsoring a series of free seminars to assist property owners who feel their taxes should be lowered due to a decline in the value of their property.

The 90-minute seminars will be offered in Culver City, El Monte, and Lakewood.

The seminars are intended to help taxpayers better understand the assessment appeals process, which many find confusing. The seminars will be of value to homeowners who are interested in learning about the assessment appeals process and to those who have already filed an appeal. The seminars will cover taxpayers’ appeal rights and when to file an application for a reduction in assessment. The seminars will also cover how to prepare for a hearing, what qualifies as admissible evidence, what will happen at the hearing, and what to expect after the hearing.

The dates, time and locations of the seminars are:

July 11, 2013, 10 a.m., Culver City
Julian Dixon Library
4975 Overland Avenue
(free parking available)

August 8, 2013, 10 a.m., El Monte
Jack Crippen Senior Center, Crafts Room
3120 N. Tyler Avenue
(free parking available)

September 17, 2013, 10 a.m., Lakewood
Angelo M. Iacoboni Library
4990 Clark Avenue
(parking at the corner of Clark Avenue and Del Amo Boulevard)

Persons with disabilities who believe they need reasonable accommodation in order to attend the seminars may call (213) 974-7953 or (800) 735-2922 (TDD). Schedules for seminars may be obtained by calling (213) 974-7953 or on the Internet at lacaab.lacounty.gov/PubEdProg.aspx.

Molina Hosts CERT Training in Partnership with L.A. County Fire

Residents from 10 Cities Participate in Emergency Prep 101

You can't predict a disaster but you can prepare for one! By the end of the summer, South East and San Gabriel Valley residents, from 10 cities in Supervisor Gloria Molina's district, will have attended CERT (Community Emergency Response Team) workshops to keep their families and their communities safe.

In the first class, L.A. County Fire Department personnel teach participants how to develop an emergency preparedness plan for work or home, and explain how disaster impacts the infrastructure of a city or society. Students leave this first class with an understanding of fire suppression, introductory CPR, and search and rescue techniques.

The second course teaches public health considerations (such as hygiene or sanitation), in-depth medical triage, patient evaluation (such as treating those in shock), and basic medical treatment. The students then conduct interior and exterior search and rescue operations.

The third class studies the psychological impact of a disaster, and the steps to take before and after one occurs. Students



learn how to identify types of terrorist weapons and the major targets and cues of a terrorist attack. The entire class then enacts a mock disaster drill that demonstrates the immeasurable value of the knowledge and skills learned from the CERT program.

As Pico Rivera resident Julia Pacheco reported: "The CERT program is vital for our communities. We've learned that we need to prepare ourselves, our families and our communities as our own 'First Responders' so that we can be prepared when a disaster strikes."



Quality and Productivity Commission Productivity Investment Fund

The Productivity Investment Fund provides grants and loans to departments for creative and innovative projects that:

- improve service delivery,
- improve efficiency of operations, or
- generate cost savings.

The Commission accepts proposals quarterly. The remaining 2013 dates are:

July 12, 2013
October 11, 2013

For further information, visit <http://qpc.co.la.ca.us> or call (213) 974-1390.

2013 Summer Youth Work Experience Program

During the summer months, Los Angeles County is rolling out an “Earn & Learn” program designed to provide work-based learning to approximately 3,100 youth ages 14-21 beginning July through the end of September 2013. The goal of the program is to introduce young people to the workplace, gain valuable employment skills, and earn an income. In addition, youth will receive 12 hours of “Personal Growth” training to help them acquire some of the basic “soft skills” necessary to succeed in the workplace. Upon completion of the program, youth will receive a certificate of Work Readiness.

Eligibility:

The County’s summer program is designed primarily for youth whose families are receiving public assistance or are part of the juvenile justice system. Due to the limited number of slots, only youth who demonstrate readiness to begin paid work experience will be selected.

Program Design:

To participate in the program, each youth will be required to go through the following components:

- > **Work Readiness Assessment:** At the beginning and end of the summer program, each youth will be assessed to determine their success in various areas necessary to succeed in the workforce such as communication and ability to follow directions.
- > **Personal Growth Training:** Each youth will receive 12 hours of training to boost and develop an understanding of workplace competencies needed to succeed in the modern workplace.

Training topics include:

- o Career Exploration
 - o Time & Money Management
 - o Business Culture 101
 - o Being Job Ready Head to Toe
- > **Paid Work Experience:** Each youth may work an average of 100 hours in jobs as diverse as clerical support, teacher’s aide, and maintenance workers. Each youth will earn about \$800 while gaining valuable real life lessons.

Youth will be placed in public, non-profit, and for-profit agencies.

Enrollment:

There are approximately 30 agencies throughout the County enrolling youth. For more information, contact atsummeryouthjobs@css.lacounty.gov.

A Special Effort for Special Kids!

On April 29, 2013, Battalion Chief Glenn Goulet reported for duty in Battalion 22 where he previously served as a fire captain at Fire Station 107 for many years. This act of service was off duty to benefit a group of special needs kids from the Success Through Achievement in Recreation (STAR) Program, and especially one kid he has a long-standing relationship with and first met when he worked at Fire Station 107. Chad, a 23-year-old young man with cerebral palsy, asked Goulet if he could bring some fire engines to a special event at the Aquatics Center in Santa Clarita. Chief Goulet did not disappoint!

Chad and 24 of his friends from the STAR Program gathered together to receive Fire Department t-shirts and fire helmets from Goulet and Fire Station 107 personnel. They proudly wore their new shirts donated by local stations as firefighters chatted with the kids and took photos. Following the “meet-and-greet,” the STAR kids were treated to a demonstration by Fire Captains John Rossi and John Ahten, and were thrilled to see the ladder go up and the hoses come off the engines.

“Chad cannot say too much but he is alert and sharp. He feels like the ‘big man on campus’ to be able to request the Fire Department to spend time with his friends in the STAR Program,” said Goulet. Over the years, Goulet has helped Chad and his family raise funds to acquire a wheelchair van, to get work done at their house to help with access for Chad’s wheelchair and more.

Chad’s mom who participated in the event and supports the efforts of the STAR kids said she “cannot thank Goulet enough for all the help he has provided through the years and for getting the Department to help in so many ways.”



Battalion Chief Glenn Goulet (right) arranged for a special visit by Fire Station 107 to the Santa Clarita Aquatics Center for an event for special needs kids at the request of his friend Chad (center) who has cerebral palsy. Chad’s mother (left) was very thankful for the Department’s support.

Photo by Stephanie English

New Ideas Highlight 11th Annual Leadership Conference

Supervisor Michael D. Antonovich welcomed more than 160 County Commissioners, executives, and managers to the 11th annual County Leadership Conference, held at the Music Center, on May 22, 2013.

“Leaders in Action – New Ideas!” was the theme of the conference, sponsored by the Quality and Productivity Commission in partnership with the Board of Supervisors and the Chief Executive Office.

“You are empowered to help the Board of Supervisors embrace technology to enhance services to those we serve,” he told the audience. “Our challenge to all of you is to reinforce to all managers that it is vital to think outside the box, bring forward new ideas and adopt an attitude that promotes productivity,” said the Supervisor.

Commending the Commission for its productivity enhancement efforts, Supervisor Antonovich said, “last year alone, 75 County projects saved us nearly \$170 million across most of our 37 departments.

“To date, the Commission’s programs and cost-saving measures have saved County taxpayers more than \$4 billion,” he said.

Citing a quote from Peter Meyer, Supervisor Antonovich added, “Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning and focused effort.”

New Ideas!

Nedra Jenkins, Chief of Staff for Supervisor Mark Ridley-Thomas, spoke on “Leadership Matters – Wise Decision Making, Effective Results.”

Conference attendees heard about “Transformative Leadership” from Philip L. Browning, Director, Department of Children and Family Services.

The Commission launched a new segment, titled “New Ideas,” which featured five-minute presentations by Auditor-Controller Wendy Watanabe on the “Contractor Alert Reporting Database,” Public Social Services Director Sheryl L. Spiller on “Data Mining,” and Alternate Public Defender Janice Fukai on “eWorkflow.”

NHM Transformation

Dr. Jane Pisano, Director and President, Museum of Natural History wowed the audience with an engaging overview of



the stellar transformation of the 100-year-old Museum into a user-friendly, customer-focused, state-of-the-art cultural institution.

“Age of Mammals, the Haaga Family Rotunda, and the Dinosaur Hall are a few of the more recent enhancements to the Museum. In June, the transformation project culminated with a grand gala. Visit www.NHM/100.org for more details.

Wrapping up the conference was Brence Culp, Chief Deputy, Chief Executive Office, who held the audience’s attention with an informative presentation on the “State of the County.”

Commission Chair Edward T. McIntyre said, “The objective of the conference is to transfer knowledge and share successful solutions to management challenges.”

Commissioner Algird Leiga, chair of the conference committee, served as master of ceremonies. Brig. Gen. (Ret) Ruth Wong, Acting Director, Military and Veterans Affairs, led the audience in the Pledge of Allegiance, while Commissioner William Waddell delivered the invocation.

For more information on the Commission and to view the speaker presentations, visit <http://qpc.co.la.ca.us>.



L - R: Supervisor Michael D. Antonovich, Dr. Jane Pisano, and Brence Culp

Enjoy Summer Produce from The Growing Experience

The Housing Authority of the County of Los Angeles (HACoLA) invites you to visit The Growing Experience Farmers' Market which takes place every Saturday, from 10 a.m. to 2 p.m., in Long Beach.

The Farmers Market is free and open to the public, and offers affordable produce sustainably grown onsite, as well as nutrition information, and healthy cooking demonstrations.

Summer months are the most exciting around the farm with seasonal produce offered such as heirloom tomatoes, peaches, melons, figs, squash, bell peppers, and eggplant. Visitors can tour the grounds to see where their food was grown, and observe HACoLA's newest farm projects such as our aquaponics demonstration (fish and edible aquatic crops growing together) and vertical growing systems.

Please stop by and see how The Growing Experience can help you have a fresh and healthy summer! EBT accepted.

The Growing Experience Farmers' Market is held within the Carmelitos Public Housing Community located at 750 Via Carmelitos in the City of Long Beach. For additional information on the Farmers' Market or The Growing Experience Program, please contact Jimmy Ng at (562) 984-2917, or visit www.growingexperiencelb.org.



LACERA Election

Safety Members are encouraged to vote in the LACERA elections for the Fourth Member of the Board of Investments, and the Seventh and Alternate Members of the Board of Retirement. Ballots were mailed to all eligible Safety Members starting June 14, 2013 through June 21, 2013. Once a ballot is complete, it must be submitted to/received by the Registrar-Recorder/County Clerk before 5 p.m. on Tuesday, July 30, 2013.

For more information, contact your Departmental Election Coordinator or visit <http://bos.lacounty.gov/Services/ConflictofInterestLobbyist/LACERAelection.aspx>.

ICAN Launches "Safe Sleep for Baby" Campaign



ICAN's Deanne Tilton Durfee speaks at the campaign launch.

The Inter-Agency Council on Child Abuse and Neglect (ICAN) is pleased to announce the first-ever Countywide Safe Sleep for Baby campaign aimed at decreasing the number of babies dying from suffocation while sleeping.

Newly released data show that every five days in Los Angeles County, a baby suffocates while bed-sharing or placed in unsafe sleeping environments. In fact, unsafe sleeping is the leading preventable cause of infant death in L.A. County. From 2008-2011, more babies died from suffocation due to unsafe sleep than all accidental deaths for children under age 14 combined. The causes of suffocation included babies sharing a bed with parents; cribs cluttered with blankets, pillows, bumper pads and stuffed toys; and babies sleeping on their side or stomach.

"It has become clear that the tragic deaths from unsafe sleeping practices are completely preventable," said Deanne Tilton Durfee, executive director for ICAN. "Parents and caregivers must be made aware of these risks so that no one wakes up to this tragedy again."

As a partnership between ICAN, ICAN Associates, and First 5 LA, the Safe Sleep for Baby campaign will use Countywide TV, radio, and outdoor advertisements to raise public awareness on how to put a baby to sleep safely. A safe sleep tool kit and e-learning course are also available to L.A. County employees, community-based organizations, and others who interact with families of infants.

For more information on the Safe Sleep for Baby campaign, visit SafeSleepForBaby.com. To request a tool kit and resources, or to become a partner, contact ICAN at (626) 455-4585 or info@safesleepforbaby.com.

All About Us

Employees of the County of Los Angeles

LA COUNTY STARS! the County's employee recognition program



APRIL 2013

Service Excellence and Organizational Effectiveness

Redevelopment Agency (RDA) Team

Auditor-Controller ♦ Chief Executive Office ♦ County Counsel ♦ Executive Office of the Board of Supervisors

Charlene Abe ♦ Stacey Ahaiwe ♦ Francisca Aleman ♦ Chris Anwary ♦ Arlene Barrera ♦ Lana Bowman ♦ Kristina Burns
Robert G. Campbell, Jr. ♦ Melissa Cardenas ♦ David Chang ♦ Lillian Chiu ♦ Vickie Chung ♦ Shahiedah Coates
Jesus Conde ♦ Michelle Day ♦ Alejandro Duenas ♦ Karen Fee ♦ John Gernade ♦ Scott Harvey ♦ Brian Hong
John Howieson ♦ Remy Jammal ♦ Angie Johnson ♦ Nina Kin ♦ Wai-Shui Kwan ♦ Lorayn Lingat ♦ Susan Linschoten
Ileana Lopez-Martinez ♦ Charles Lovejoy ♦ Cindy Lu ♦ Dulce Maycumber ♦ Tina McKendell ♦ Robert Moran
Elisette Munoz ♦ Melissa Murillo ♦ John Naimo ♦ Christopher Nguyen ♦ Sandy Pham-Diep ♦ Sabiha Rahman
Manuel Rivas ♦ James L. Schneiderman ♦ Tony Sereno ♦ Frances Shen ♦ Rong Shi ♦ Jeanette Torres
Vipul Vachhani ♦ Ken Van Orden ♦ Michele Victor ♦ Jennie Wong ♦ Martin Zimmerman

Upheld by the California State Supreme Court on December 29, 2011, Assembly Bill ABx1 26 required the dissolution of Redevelopment Agencies by February 1, 2012. With more than \$1.3 billion in property taxes distributed annually to the County's RDA's, this legislation had a profound effect on property tax allocation and government finances. To date, the RDA team has successfully met all statutory deadlines and redirected over \$742 million from 71 Redevelopment Agencies to schools and government entities. A portion of these monies has also helped to fund local housing projects and critical services to our constituents.



health talk
 by Mark Richman, M.D.
 Physician Specialist, Emergency
 Medicine
 Olive View-UCLA Medical Center

Failure to Launch: Congestive Heart Failure

Patient: Doc, how could I have heart failure? When something fails, it doesn't work. My heart must be working; I'm alive, talking with you.

Dr. Mark: In heart failure, also called CHF (for congestive heart failure), your heart fails to work to its full capacity to fill with blood and pump it forward. Blood backs up into the lungs, liver, and legs, which become swollen with water.

Patient: That explains my swollen legs. And why I feel sometimes I'm drowning in my own lungs: short of breath with minimal or no exertion, having difficulty lying flat, needing several pillows to prop my head up. How did I get heart failure?

Dr. Mark: From a heart attack. The heart is a muscle. When it doesn't get sufficient blood, sometimes enough muscle dies to affect pump function. Other people get heart failure from long-standing high blood pressure, severe heart valve problems, or use of illicit drugs or excessive alcohol.

Patient: How does high blood pressure cause heart failure?

Dr. Mark: Heart muscle gets tired of pushing against pressure/resistance, like a muscle fatigues from lifting too much weight. And, high blood pressure is a cause of heart attacks.

Patient: How can people prevent heart failure, or prevent it from worsening?

- Dr. Mark:** Be good to your heart.
- Exercise
 - Quit smoking
 - Eat a low-salt, low-fat, low- cholesterol diet
 - Take medications as prescribed (heart failure patients often take water pills to help eliminate excess water)
 - Control blood sugar if you have diabetes
 - Visit your healthcare provider regularly

Parks After Dark Program

With the days growing longer and evenings getting warmer, the Department of Parks and Recreation, in partnership with the Department of Public Health (DPH), kicked off the enormously popular Parks After Dark (PAD) program at six Los Angeles County parks:

- Ted Watkins Memorial Park, 1335 E. 103rd Street, Los Angeles 90002
- City Terrace Park, 1126 N. Hazard Avenue, Los Angeles 90063
- Jesse Owens Community Regional Park, 9651 S. Western Avenue, Los Angeles 90047
- Pamela County Park, 2236 Goodall Avenue, Duarte 91010
- Franklin D. Roosevelt Park, 7600 Graham Avenue, Los Angeles 90001
- Loma Alta Park, 3330 N. Lincoln Avenue, Altadena 91001

With a focus on youth and families, PAD will offer surrounding communities extended park hours and activities on Thursday, Friday, and Saturday evenings from 6 p.m. to 10 p.m. until August 17, 2013. Activities offered throughout the summer will include organized sports, classes on such subjects as acting and film, free concerts and movies, and resource fairs for residents of all ages.

By providing youth and families with positive recreational activities in their communities, the initiative plays an important part in reducing the likelihood of participation in at-risk behaviors. Initially implemented in three parks as a component of the County's Gang Violence Reduction Initiative, the program transforms areas that have been adversely affected by gang activity into vibrant community centers that provide health and other resources in locations where residents can feel safe and secure.

PAD has been highly successful during its first three summers, resulting in decreased violent crime and high community participation. Between 2010 and 2012, there were more than 120,000 visits to the PAD parks. A 2012 survey of participants found that 94% would participate in the program again, and 96% felt safe during the program. Serious and violent crimes in the communities surrounding the original three parks declined 40% during the summer months between 2009 and 2012, compared to a 5% increase in serious and violent crime during this period in nearby communities with parks that did not receive the PAD program.

Mediators Can Help Turn Disputes Into Solutions

Consumer Affairs' Mediation Program, a Great Alternative to Going to Court

There are plenty of places you probably would rather spend your day. Being stuck in a courtroom is likely not one of them. Even in an important dispute with another person or business, if a resolution requires going to court, some would rather not say a word.

Luckily, the Los Angeles County Department of Consumer Affairs has a mediation program designed to give you a better option to settle your disputes. With its mediation program, you don't have to go to court, wait in an endless line, and pay for the service.

The program's mediators are trained to handle all kinds of disputes, no matter the size. A dispute might be between two people or a customer and a business. Sometimes a dispute can be a simple misunderstanding between neighbors that does not involve money, but simply a breakdown in communication.

Such was the case in a recent mediation brought to Consumer Affairs by an older, retired man named Earl.* Earl was upset because he felt the Desmond* family, the upstairs neighbors at his apartment, were making too much noise. He wanted the Desmond family to quiet down or he wanted them out. When the apartment manager couldn't solve the problem, Earl turned to the mediation program.

In mediation, a neutral third party helps resolve the dispute. It's a voluntary service so both sides must agree to mediation to begin the process. The Desmonds agreed to participate.

Even though this dispute did not involve money, Consumer Affairs staff mediator Caroline Torosis knew she could find a path to a resolution.

"When it's a noise issue, it's an immaterial solution. There's no money involved, so you have to be more creative in coming up with solutions," Torosis said.

Consumer Affairs can handle a mediation case three ways. In a telephone conciliation, the mediator talks to the two parties separately. In a telephone caucus, both sides are available on the phone at the same time and the mediator goes back and forth to find a resolution. After speaking with Earl and the Desmonds, Torosis knew the best way to resolve this dispute was through a face-to-face mediation.

"Sometimes telephone mediation isn't as helpful as meeting in person and seeing the dispute from the other person's perspective," Torosis said.

The mediation didn't start out positively. Off the bat, Earl was very tense in his body language. The Desmonds were very emotional. They felt personally attacked. Torosis believed that once things cooled down, she could work with the parties to reach an agreement. She was right. Soon, the tone of their voices changed. They were no longer yelling at each other. The mediation ended with hugs and everyone going back to their lives once again as friendly neighbors. All it took was a "hello." That's the sort of difference a Consumer Affairs mediator can make.

"The real issue wasn't the noise. It was that they didn't greet each other in the hallways," Torosis said. "It was all just a giant misunderstanding."

You can reach the Consumer Affairs mediation program by calling (800) 593-8222.

For more information about Consumer Affairs, visit our website at dca.lacounty.gov, or follow us on Twitter: @LACountyDCA.

(*Names were changed. Mediations are always confidential.)



Rideshare L.A. County!

Driving alone has its advantages, but the disadvantages just made the news.

According to Time Magazine, Los Angeles just replaced Honolulu as the city with the worst traffic in the United States. One way to tackle this problem is to take the bus to work.

By sharing the ride with others on the bus, you can help reduce the traffic in Los Angeles for commutes that can reach a total of 42 hours a week. That's a week's worth of vacation.

Taking the bus to work gives you the opportunity to save money, reduce stress, sleep more, help clean the air, and even get some work done.

Let's all do our part to "Take Pride and Share the Ride."

Retirees

Congratulations to the following employees who are joining the ranks of the retired after their many years of service to the County of Los Angeles:

40+ Years

DISTRICT ATTORNEY: Nancy Ringheim
HEALTH SERVICES: Joanne D. De La Torre, Addie L. White-Caldwell
PUBLIC SOCIAL SERVICES: Juanita Cruz, Leticia A. Rivera
PUBLIC WORKS: Richard Castillo

30+ Years

CHILDREN & FAMILY SERVICES: Anthony Bravo, Nicole Carrie-Castillo, William Johnson
CHILD SUPPORT SERVICES: Jo Ann Foster
DISTRICT ATTORNEY: Emmanuelle Huynh
FIRE: Frederick G. Carter, Mitchell J. Martinez, Lothar G. Zindric
HEALTH SERVICES: Dorothy M. Marbury, Jeffrey J. Sipsey, Katherine H. Wantig
MENTAL HEALTH: Joy M. Clark-Bowie, Merrietta Henry
PUBLIC SOCIAL SERVICES: Carolyn F. Broom, Holly Le
REGISTRAR-RECORDER/COUNTY CLERK: Regina Warren
SHERIFF: Eugene S. Fines, Daniel J. Hester III, James H. Lyle, William T. Squires, Jr.
SUPERIOR COURT: Mary E. Olmos

25+ Years

CHILDREN & FAMILY SERVICES: Grace Lujan-Carden
COMMUNITY & SENIOR SERVICES: Ved P. Talwar
FIRE: Orlando S. Co, Kevin J. Marble, Joseph M. Torres
HEALTH SERVICES: Norma Velasquez
PROBATION: Roberto H. Saldana
PUBLIC SOCIAL SERVICES: Aurora A. Perez, Misi Savea
SHERIFF: Mary A. Brown, Peter Chan, Lenora Riley, Margarito Robles

WeTip
WELFARE FRAUD
1 (800) 87-FRAUD

DPSS Receives California Community College CalWORKs Association Award

The Department of Public Social Services (DPSS) was presented with the California Community College CalWORKs Association Annual Partnership Award for its ongoing commitment and exemplary support to CalWORKs students each year.

The Association is a non-profit, volunteer-run organization that represents staff and CalWORKs students in community colleges throughout California. The Association collaborates statewide with individuals and agencies in order to promote the overall success of the CalWORKs Program at each community college.

Each year, the Association awards an individual or agency that has formed an exemplary partnership and has collaborated with the colleges in an effort to advance the success of CalWORKs students. This is the first year that a large organization, such as DPSS, was presented with this award.

DPSS and the community colleges have had an excellent long-term collaborative working relationship. The partnership has led to many innovative efforts to improve the lives of CalWORKs students enrolled in the community college system.

Ongoing, DPSS and the community colleges will continue to communicate and collaborate on a variety of additional ad hoc workgroups. Discussions are held on local implementation issues, making policy and procedural modifications with the overall goal to improve services to CalWORKs students.



Attendees from DPSS and the Association at the 4th Annual Association Annual Partnership Award presentation



COUNTYWIDE FITNESS CHALLENGE 2013



A DAY AT THE FARMERS' MARKET

STOP AND SMELL THE FLOWERS!

EVENT
SPONSOR 

KAISER PERMANENTE.

Join us at the Farmers' Market for healthy foods, scavenger hunts, and power walks.

CERTIFIED NUTRITIONIST
FITNESS POWER WALKS
SCAVENGER HUNT
FREE GIVEAWAYS
DRAWING PRIZES

SOFTBALL SCRIMMAGE*
*July 27 – Play-off games
Aug 10 – Championship game

Cerritos Farmers' Market

18074 Park Plaza Drive
Cerritos, CA 90703
4th Supervisorial District

**Saturday
July 13, 2013
8:00 a.m. – Noon**

Victory Park Farmers' Market

2575 Paloma Street
Pasadena, CA 91107
5th Supervisorial District

**Saturday
July 27, 2013
8:00 a.m. – Noon**

Wilson Park Farmers' Market

2200 Crenshaw Boulevard
Torrance, CA 90501
4th Supervisorial District

**Saturday
August 10, 2013
8:00 a.m. – Noon**

RSVP to secure your giveaway at <http://dhr.lacounty.info>

